



Lessons Learned Information Sharing

www.LLIS.gov

December 2006/January 2007 *Lessons Learned Information Sharing* Newsletter

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New and Improved LLIS.gov

LLIS.gov Launches Improved System in December 2006

The new LLIS.gov reflects more than two years of feedback gathered through surveys, focus groups, interviews, and the e-mails and suggestions of our member community. The result is a system that dramatically improves your ability to both access and share valuable information on all aspects of emergency response and homeland security. Key new features include:

- Redesigned Homepage
- Dynamic Library
- Topic-Specific Resource Centers
- User-friendly Design
- LLIS Dispatch

We encourage you to login to <https://www.llis.gov/>, try out the new system, and send your thoughts, questions, concerns, and suggestions to feedback@llis.dhs.gov. We will continually be modifying and improving the system, and your feedback is essential to ensuring that LLIS.gov meets the needs and interests of its members.

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Corrective Action Program (CAP) System Training Site

DHS Creates Training Site for CAP System

The CAP System is a web-based application that allows Federal, State, and local emergency response and homeland security officials to track, prioritize, and analyze corrective actions following exercises, policy discussions, and real-world events. It is sponsored by the Department of Homeland Security's Homeland Security Exercise and Evaluation Program (HSEEP).

The HSEEP Toolkit Team recently launched the CAP System Training Site to allow interested parties to familiarize themselves with the application's structure and requirements. The [Training Site Tutorial](#) is available on LLIS.gov and the site is accessible at the following:

Training Site URL: <http://209.189.228.44/caps/Login.jsp>

Username: CapTraining

Password: Cap_100200

For more information on the *CAP System*, please visit the [CAP System page](#) on *LLIS.gov*.

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Emergency Management and Response – Information Sharing and Analysis Center (EMR-ISAC)

***LLIS.gov* Partners with EMR-ISAC**

LLIS.gov has partnered with EMR-ISAC to provide *LLIS.gov* members access to the EMR-ISAC's free, critical infrastructure protection (CIP) information. Located at the National Emergency Training Center in Emmitsburg, MD, the EMR-ISAC was developed to collect, analyze, and disseminate timely, consequential information to assist in the practice of critical infrastructure protection by the leaders, owners, and operators of the nation's Emergency Services Sector.

The EMR-ISAC, a no-cost information sharing program within the Department of Homeland Security, specifically provides information necessary to protect local internal critical infrastructures (i.e., personnel, physical assets, and communication/cyber systems that must be intact and operational 24 x 7) against all hazards, from natural disasters to terrorist activities. The program's main focus is ensuring that emergency response leadership, their organizations, and local policy leaders have both the internal and external support and resources to aid in disaster protection, prevention, and response to enhance survivability, continuity of operations, and mission success.

The EMR-ISAC can be contacted at emr-isac@dhs.gov or 301-447-1325. To view the EMR-ISAC page on *LLIS.gov*, please [click here](#) or login to *LLIS.gov* and click on the EMR-ISAC link on the homepage. To subscribe for free CIP information, follow the directions at <https://disasterhelp.gov> (EMR-ISAC Registration Information seen at the right bar under Quick Links).

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Highlight on Community Preparedness

Florida Promotes Culture of Preparedness with Community Preparedness Initiatives

The State of Florida has been promoting citizen and community preparedness by sponsoring multiple statewide initiatives. For example, prior to hurricane season 2006, the governor suspended local sales tax on supplies related to hurricane preparedness. Items such as flashlights, batteries, portable radios, and storm shutter devices were exempt from local sales tax during a 12-day period prior to hurricane season.

This year, the state of Florida has launched additional initiatives, including Florida's annual Hazardous Weather Awareness Week (12-17 February) and a statewide short essay contest asking high school students to write a community preparedness plan for a major hurricane.

For more information, please log onto *LLIS.gov* and click on the [Community Preparedness](#) content category.

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New Original Content Posted Since Last Newsletter

The *LLIS.gov* Team continues to post new Lessons Learned, Best Practices, Practice Notes, and Good Stories to the system on a regular basis. Weekly updates about new original content can be found in the "NEW *LLIS* CONTENT" section on the homepage of *LLIS.gov*. Since the last newsletter, *LLIS.gov* has posted the following original content:

Best Practices

- **Radiological Dispersal Device Incident Response Planning: Overview**
Provides emergency planners with an overview of core concepts regarding radiological dispersal device incident response planning.
- **Radiological Dispersal Device Incident Response Planning: Roles and Responsibilities of Emergency Response Organizations**
Identifies the roles and responsibilities of jurisdictions, states, and federal emergency response organizations following a radiological dispersal device event.
- **Radiological Dispersal Device Incident Response Planning: Incident Identification**
Describes pre-planning initiatives to enhance emergency response personnel's capacity to identify a radiological dispersal device incident.
- **Radiological Dispersal Device Incident Response Planning: Training and Exercises**
Details training resources and exercise initiatives that emergency response organizations can use to help prepare emergency response staff members for a radiological dispersal device incident.

Lessons Learned

- **Citizen Corps Councils: Creating a Volunteer Directory** (*Hurricane Katrina, 2005*)
Citizen Corps Councils should develop and maintain a member directory that contains potential volunteers' contact information, skill sets, and available resources. A member directory will enable Citizen Corps coordinators to rapidly mobilize volunteers with relevant qualifications during an emergency.
- **Citizen Corps Councils: Managing Volunteers during Shelter Operations** (*Hurricane Katrina, 2005*)
Citizen Corps Councils can use a volunteer request hotline to manage volunteers when operating shelters. This will enable Councils to quickly match requests for volunteers with the available volunteers at the site.
- **Citizen Corps Councils: Pre-Ordering Identification Clothing for Volunteers** (*Hurricane Katrina, 2005*)
Citizen Corps Councils can pre-order vests and other forms of identification clothing to distribute to volunteers at a deployment site. These forms of identification can help distinguish volunteers from the general public as well as trained volunteers from untrained, spontaneous volunteers.
- **Emergency Communications: Incorporating National Oceanic and Atmospheric Administration Public Alert Radios into School Emergency Management Plans** (*Binghamton, NY Storm, 2005*)
School administrators should consider incorporating National Oceanic and Atmospheric Administration Public Alert Radios into their emergency management plan response protocols. This can help schools save lives and prevent injury to faculty members, staff members, and students during natural disasters and other hazards.
- **Emergency Communications: Installing Digital Radio Systems with Underground Reception Capabilities** (*London Subway Bombings, 2005*)
Underground emergency radio communications did not work effectively during response operations following the July 7, 2005, train bombings in London. As a result, the London Ambulance Services, London Fire Brigade, and Metropolitan Police Service are in the process of acquiring digital radios that can work in underground tunnels. Transport for London, London's main transportation agency, is also installing a digital radio system in the underground metro rail system.
- **Emergency Medical Services: Dispatching a Predetermined Number of Ambulances to Mass Casualty Incidents** (*London Subway Bombings, 2005*)
The London Ambulance Service's (LAS) ambulance dispatch system did not work effectively during response operations following the July 7, 2005, train bombings in London. As a result, the LAS now plans to deploy a predetermined number of ambulances to an incident site automatically after a mass

casualty incident. This will be done even if there is a complete communication failure and before onsite emergency responders request ambulances.

- **Emergency Medical Services: Using Vehicles' Public Address Systems to Direct Victims at Incident Sites** (*Volusia County, FL Full-Scale Exercise, 2006*)

Emergency Medical Services (EMS) responders should consider using their vehicle's public address system to direct ambulatory victims to an appropriate triage location at an incident site. This can help EMS personnel quickly differentiate between ambulatory victims and those requiring additional assistance.

- **Exercise Conduct: Specifying Actors' Roles to Enhance Performance during Exercises** (*South Carolina Midlands Full-Scale Exercise, 2005*)

Exercise planners should clearly define actor roles during pre-exercise actor briefings and provide scripts for actors during exercise play. Inadequately briefed actors can misinform exercise participants and unintentionally alter the exercise scenario.

- **Exercise Design: Incorporating Secondary, Unrelated Incidents** (*Jefferson County, CO TEAM SPIRIT Tabletop Exercise, 2004*)

Exercise planners can enhance the educational benefit of full-scale exercises by providing pre-exercise educational briefings to responders. Briefings can improve participants' understanding of response processes, enhance their confidence, and stimulate their interest in the exercise.

- **Exercise Development: Providing Educational Briefings to Responders Prior to Full-Scale Exercises** (*Volusia County, FL Full-Scale Exercise, 2006*)

Exercise planners can enhance the educational benefit of full-scale exercises by providing pre-exercise educational briefings to responders. Briefings can improve participants' understanding of response processes, enhance their confidence, and stimulate their interest in the exercise.

- **Exercise Logistics: Naming Exercise Locations and Venues to Avoid Confusion** (*South Carolina Midlands Full-Scale Exercise, 2005*)

Exercise planners should avoid naming an exercise location or venue after a real location or venue. Planners can generate confusion by referring to actual locations when responders must report to other locations.

- **Mass Evacuation: Developing a Contraflow Plan** (*Hurricane Rita, 2005*)

Mass evacuations can create significant traffic congestion in the outbound lanes of major evacuation routes. Transportation engineers and law enforcement personnel should consider developing contraflow plans for major limited-access evacuation routes.

- **Radiological Incident Response: Selecting Personal Alarming Dosimeters for Emergency Response Personnel** (*Baltimore, MD Post-9/11 Preparedness Activities, 2002*)

Jurisdictions should consider selecting personal alarming dosimeters whose batteries are readily available, are easy to change, and last a significant length of time. This can help ensure that responders have functioning radiation detection equipment at all times.

- **Shelter Operations: Creating Interstate Plans** (*FEMA Region I & II Tabletop Hurricane Preparedness Exercise, 2006*)

States in the same region should consider collaborating to create integrated plans that inventory each state's shelter capacity and available resources. This can improve evacuation and sheltering operations by identifying how many evacuees each state can accommodate from other states, how long each state can sustain operations, and each state's available resources and need for additional resources.

- **Shelter Operations: Maintaining a Continuous Security Presence** (*Hurricane Katrina, 2005*)

Shelter operators should ensure that security providers maintain comprehensive coverage of their assigned areas by staggering their breaks.

- **Special Event Planning: Employing Closed Circuit Television Cameras** (*Salt Lake City Winter Olympics, 2002*)

Security planners should consider employing closed circuit television cameras (CCTVs) in areas that require continued observation during a special event. Training and information about the CCTV's capabilities should be provided to personnel who will be using equipment the prior to the event.

- **Special Event Planning: Establishing Multiple Radio Channels** (*Salt Lake City Winter Olympics, 2002*)

Event planners should establish and encourage multiple radio channel use during a special event.

- **Special Event Planning: Issuing Cellular Phones** (*Salt Lake City Winter Olympics, 2002*)
Special event planners should consider issuing cellular phones to all personnel in leadership and mobile positions prior to a special event.

Practice Notes

- **Community Preparedness: Rockland County, New York's Development of Public Service Announcements**

Rockland County, New York, utilized local community assets to produce a pair of 30-second public service announcements for public television and movie screens in order to promote its local "See Something, Say Something" campaign.

- **Exercise Program Management: State of Ohio Terrorism Exercise and Evaluation Manual**

The State of Ohio Terrorism Exercise and Evaluation Manual provides step-by-step guidance to the state's cities and counties on planning, conducting, and evaluating Homeland Security Exercise and Evaluation Program-compliant terrorism exercises.

- **Incident Response: Metropolitan Washington, DC's Positioning of Vehicles for Rapid Egress**

The Metropolitan Washington Council of Governments directs emergency response personnel to position vehicles for rapid egress at a chemical, biological, radiological, nuclear, or explosive incident site.

- **Mass Evacuation: South Carolina Highway Patrol's Evacuation Traffic Control Point Staffing Meetings**

The South Carolina Highway Patrol holds annual meetings with state and local law enforcement agencies in each South Carolina coastal county to confirm staffing responsibilities for evacuation traffic control points and to update the traffic control plan in response to new developments.

- **Prevention and Mitigation: Illinois' Orphan Source Recovery Program High School Initiative**

The Illinois Emergency Management Agency's Orphan Source Recovery Program High School Initiative removes excess, unused, and unwanted radioactive materials from public and private middle, junior high, and high schools as well as community colleges and universities in Illinois.

- **Public-Private Partnerships: Promoting King County, Washington's 3 Days, 3 Ways, Are You Ready? Preparedness Program**

The King County, Washington Office of Emergency Management, in coordination with other regional emergency management agencies, partners with radio station KOMO, the Seattle Mariners, the American Red Cross, and Phillips Medical Systems to deliver King County's 3 Days, 3 Ways, Are You Ready? preparedness message to the community during the Mariners' baseball season.

- **Radiological Incident Response: Fire Department of the City of New York's Radiation Monitoring at Fire Stations**

The Fire Department of the City of New York (FDNY) directs all of its units to monitor radiation levels at their stations during a designated period once a year as well as following a confirmed radiological release event. This can help FDNY establish normal background radiation levels throughout the city and track the plume after a release of radioactive material.

- **Radiological Incident Response: Los Angeles County, California, Emergency Medical Services Agency's Guidelines for Mass Screening at Hospitals**

The Los Angeles County Emergency Medical Services Agency recommends that hospitals that employ radiation portal monitors to screen outgoing garbage trucks consider using them for mass screening the public after a large-scale radiological release event.

- **Radiological Incident Response: Metropolitan Washington, DC's Absolute Turn-Back Dose Rate**

The Metropolitan Washington Council of Governments established an absolute turn-back dose rate of 200 roentgen per hour for emergency response personnel responding to a radiological dispersal device (RDD) incident. Specialized rescue and hazardous materials teams operate under their specific plans for RDD incidents and are outside the scope of these guidelines.

- **Radiological Incident Response: Washington State Department of Health's Recommendations for Staying within Radiation Dose Limits**

The Washington State Department of Health recommends that emergency responders at a radiological

dispersal device incident site exit the warm and hot zones when their dosimeters measure 80% of the recommended dose limit.

- **[School Safety: Littleton, Colorado, Fire Rescue's Inspection of School Chemistry Laboratories](#)**
Littleton, Colorado, Fire Rescue's Hazardous Materials Team conducts unannounced inspections of school chemistry laboratories for the purpose of creating an inventory of chemicals and disposing of deteriorated, outdated, and potentially hazardous materials.

Good Stories

- **[The Carolinas Medical Center's Carolinas Mobile Emergency Department-1](#)**
The Carolinas Medical Center's Carolinas Mobile Emergency Department-1 is a mobile medical treatment facility that can provide advanced onsite medical care to patients following a mass casualty incident.

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Upcoming *LLIS.gov* Conference Participation

The *LLIS.gov* team travels around the country speaking and exhibiting at conferences and events. *LLIS.gov* staff will attend and speak at the following upcoming events:

- **6-7 February: American Military University "Homeland Security: The Ripple Effect" Symposium (Washington, DC)**
- **10-15 February: 2007 NEMA Mid-Year Conference (Alexandria, VA)**
- **13 February: NEDRIX Winter Conference (Braintree, MA)**
- **19-23 February: National Association of County and City Health Officials Public Health Preparedness Conference (Washington, DC)**

Feel free to drop by our booth or speak to our staff at any of these events and share your comments and questions about *LLIS.gov*. Please contact the *LLIS.gov* Outreach Team at outreach@llis.dhs.gov with any questions or comments, or if you have a conference or event at which you would like the *LLIS.gov* team to present or exhibit.

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Memorial Institute for the Prevention of Terrorism (MIPT)

MIPT Hosts "Role of Fire Departments in Homeland Security" Forum

The Memorial Institute for the Prevention of Terrorism is tapping the resources of veteran FDNY chief John Norman for a first responder forum on April 3, 2007. In the days after the collapse of the World Trade Center in New York City, Chief Norman was designated as the search and rescue manager for the site. He will bring his expertise in the "Role of Fire Departments in Homeland Security" to lead a half-day seminar in Oklahoma City. Please contact the MIPT staff at pratt@mipt.org with any questions regarding participation.

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